

# Tips for getting your item back

If you lost an item on a trip, the easiest way to hopefully recover it is to contact the driver directly. Confirm if they have your item, then arrange a time and place to get it back.

Tap the link below to contact your driver.

Drivers may be on the road and unable to respond right away, so please be patient. If your driver doesn't pick up, leave a voicemail describing your item and the best way to contact you.

Remember that neither we nor drivers are responsible for items left in a vehicle after a trip ends.

We cannot guarantee that a driver has your item or can deliver it to you, and we're unable to provide insurance, reimbursement, or replacement for items lost on a trip.

## **Lost item return fee**

When you or the driver notifies us that your item has been returned, we may charge a fee (amount varies per country) to your account and send a receipt. This entire fee is passed to the driver for the time they have taken out of their personal schedule to return your item.

## **Set up a meeting time and place**

Once your driver has confirmed they have your item, set up a meeting time and place that is convenient for everyone. We recommend meeting in a safe, public location.

While we do sincerely hope you get your item back soon, neither Uber nor drivers are responsible for any items left in a vehicle after a trip ends. We're here to help, but cannot guarantee that a driver

has your item or can deliver it to you since they are independent contractors.

# **Forgot something in an Uber? We will help you find it!**

We encourage riders to make a habit of ensuring they have all their belongings with them before hopping out of an Uber. However, we understand that sometimes items are left behind accidentally, so we're here to help you track down an item you may have left in a car. Here is how:

## **How do I contact my driver for a lost item?**

The easiest way to recover a lost item is to contact your driver directly. To do so:

1. Go to the Uber app and tap on 'Account' in the bottom right corner of the app
2. Tap on 'Trips'
3. Select the trip on which you lost your item
4. Tap on 'Find Lost Item'
5. Tap on 'I need to contact my driver about a lost item'
6. Enter your contact number
7. Tap on 'Call ' (Please note that the number provided would be connected to the driver's number immediately)

## **I am unable to connect with my driver for a lost item**

If you are unable to connect with the driver partner for an item, please raise a concern through the in-app Help section with the correct trip in reference. To do so:

1. Go to the Uber app and tap on 'Account' in the bottom right corner of the app
  2. Tap on 'Trips'
  3. Select the trip on which you lost your item
  4. Tap on 'Find Lost Item'
  5. Tap on 'I need to contact my driver about a lost item'
  6. Tap 'No' when asked 'Were you able to contact the driver?'
  7. Select the item you forgot in your Uber trip and tap 'Submit'
- Our team will be happy to assist and share an update with you usually within 24 hrs.

## **I forgot my registered phone in an Uber**

You can contact us through the following options. To do so:

**Sign in to [help.uber.com](https://help.uber.com) and call your driver by following the steps below:**

1. After logging in, Click on the 'Riders' tile
2. Click on 'Help with a trip' and select the trip in which you lost your registered phone
3. Click on 'Lost Item'
4. Click on 'I need to contact my driver about a lost item'
5. Enter your contact number
6. Tap on 'Call' (Please note that the number provided would be connected to the driver's number immediately)

**If you are unable to sign in via [help.uber.com](https://help.uber.com), please reach out to us via the help section from a friend or relative's Uber app.**

**To do so:**

1. Go to the Uber app and tap on 'Account' in the bottom right corner of the app
2. Tap on 'Trips'
3. Select any trip and tap on 'Find Lost Item'
4. Tap on 'My friend/relative lost their phone in an Uber'

5. Enter the registered name of the rider who lost their phone, registered contact number and an alternate number and confirm if the rider would be comfortable sharing their contact details (phone number only) with the driver to coordinate the return of their mobile device
6. Tap 'Submit'

**Please reach out to us via [help.uber.com](https://help.uber.com) (This does not require the rider to be logged in)**

1. Click on the 'Riders' tile
2. Click on 'Account'
3. Scroll down and click on 'I lost my phone in Uber'

We request you share the necessary information such as the name and contact number of the registered account through which the trip was requested and an alternate number to reach out to the rider. Once done, our team will be happy to assist and share an update usually within 24 hours.

## **Other Information**

We do our best to facilitate the return of lost items and help you connect with your driver. However, it is important to note that drivers are independent contractors, and hence, Uber and drivers do not bear responsibility for an item left in the vehicle after a trip ends.

In case your driver denies possession and you are certain that you left the item in the vehicle, you can always proceed legally and we'll comply with the required information through appropriate channels.

Our privacy policy restricts us from sharing details about your driver. However, the trip receipt contains the driver's license plate number and Name.

To protect your personal information such as your phone number, each time you contact the driver through the Uber app, your number is masked.

# I had an issue with my package delivery

A few things to note before contacting us:

- If your package hasn't been delivered yet, you can call or message the Driver in the app
- Drivers are free to cancel your request for any reason, including, for example, if your package was too heavy, too large for their vehicle, not packaged securely, or contained a prohibited item
- If the person receiving the package wasn't available, the Driver may try to contact you in the app to resolve the issue or coordinate a return
- Sometimes, when drivers are unable to connect with the customers, they might leave packages with Security at the residence. Please check with your security if your package has been delivered there
- If your trip is still in progress, please update the drop-off address on the app to help the Driver deliver the package back to you
- Uber is not responsible for any damages caused to the package during delivery
- Uber also does not maintain insurance for packages

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